

Quality Improvement Steering Committee Charter

August 2008

Mission Statement

The Quality Improvement Steering Committee (QSC) is chartered by the Senior Management Team (SMT) to prioritize and direct the implementation of agency-wide performance management activities (quality improvement projects, WSQA, Public Health Standards assessment, etc.) and strategic and key services projects. The team will manage agency performance by monitoring performance measures and tracking strategic and other agency sponsored projects. The QSC will oversee and provide guidance to the Performance Accountability Liaisons (PALS) Team.

Responsibility

The Quality Improvement Steering Committee is responsible for:

1. Ensuring that DOH has a Quality Improvement program that results in improved functioning of the department.
2. Working with PALS input, developing quality improvement policy and direction supportive of agency goals and consistent with desired agency culture.
3. Guiding and coaching PALS peers and program staff on strategies to achieve operational change.
4. Guiding the quality improvement program and project selection process with PALS input.
5. Establishing improvement program policies, goals and performance indicators.
6. Creating and maintaining a quality improvement project selection and review process.
7. Providing guidance and oversight of agency quality improvement activities, including:
 - Conducting quarterly performance reviews.
 - Identifying and reviewing implementation issues.
 - Resolving staff, management and resource conflicts.
 - Recommending program improvements.
 - Preparing an annual report.
8. Identifying “best practices” and sharing/promoting successful efforts.

The QSC promotes the quality improvement program and supports recognition of both individual and team accomplishments. Its members are responsible for helping create a quality improvement culture. In this culture, employees use quality improvement principles and tools in their day-to-day work, with extensive support and guidance from leadership.

The steering committee reports to the SMT. Its executive sponsors play a critical role in maintaining leadership support.

Process

1. The PALS team reviews proposed projects, returns the project to the submitter for additional information or to manage at a lower level, or sends recommendation to add to the list of agency level sponsored quality improvement projects.
2. If the project is accepted for agency level sponsorship the QSC will then assess the project for prioritization against other current or proposed projects.
3. The project will be routed to the QSC for project management technical assistance and oversight.
4. Projects that are prioritized as Tier 1 projects will be assured the appropriate resources for project completion.
5. Projects prioritized as Tier 1 will be tracked by the QSC and will report progress, benchmarks, milestones, resource constraints and results at each QSC meeting.
6. Projects ranked as Tier 2 or Tier 3 will be reported quarterly.

Project Ranking Definition

- **Tier 1** projects are **Essential** activities with the agency's highest level of commitment which may require current activities or resources to be adjusted.
- **Tier 2** projects are **Important** activities, which are very important but must be considered against other ongoing activities if funds or resources are not sufficient.
- **Tier 3** projects are **Beneficial** activities, which are beneficial to agency programs, but will only be pursued if they do not infringe upon higher level priorities.

Membership

New members will be nominated by the team or the SMT and invited to participate. Meetings will be held every six weeks and generally last one hour. The QSC shall consist of the Deputy Secretary who shall serve as chair, the Director of Performance and Accountability, two to three additional SMT members, two to three members of the Chief Administrators' Group and one or two members of the PALS workgroup and lead staff.

Members will serve a minimum of two years and be replaced on a staggered time frame for continuity and to develop experience and expertise with this oversight function.

Office of Performance and Accountability staff provide administrative support to the committee.